



**STATE OF HAWAII  
STATE PROCUREMENT OFFICE  
HONOLULU, HAWAII**

June 13, 1997

**MEMORANDUM**

TO: All State Agencies

FROM: State Procurement Office

SUBJECT: Change No. 1  
SPO Price List No. 96-66 (All Islands)  
Information Technology Advisory & Training Services  
(RFP-96-237-O)

Subject price list is extended until June 14, 1998.

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ROBERT J. GOVERNS, CPPB  
Procurement Officer

# STATE PROCUREMENT OFFICE

New SPO Price List No. 96-66 (All Islands)

## INFORMATION TECHNOLOGY ADVISORY & TRAINING SERVICES

(All Islands)

(RFP-96-237-O)

June 15, 1996 to June 14, 1997

PURCHASE ORDERS shall be placed with the following vendor:

<u>VENDOR</u>	<u>VENDOR CODE</u>	<u>CONTACT/PHONE NO.</u>
GARTNER GROUP INC. 1154 Fort Street, Suite 205 Honolulu, HI 96813	244023-01	(808) 531-5647 (808) 531-5781 fax Mr. Dale Aiello

### PURCHASE ORDERS

Purchase orders should be mailed to the VENDOR at the address listed. Payment should be made per the vendor code provided.

### UNIT PRICES

Unit Prices shown in this price list are based on delivery of services to designated agencies statewide and include all applicable costs and taxes except the 4% Hawaii General Excise Tax. Agencies are requested to add the 4% amount to their purchase order total. Vendors are aware that the tax to be charged shall not exceed the 4% rate (rounded to the nearest cent).

"SPO PL NO. 96-66" should be noted on purchase orders issued against this price list.

### EXCEPTION TO PRICE LIST

Pursuant to Section 3-121-6, HAR, it is mandatory that all agencies of the Executive Branch purchase from price lists issued by the State Procurement Office. However, if the services provided herein are not suited to an agency's purpose, exception to purchase outside of the price list may be granted to such agency by the Chief Procurement Officer. To obtain an exception, agencies must submit SPO Form 5, *Request for Authorization to Purchase Outside of the State Procurement Office Price List*, justifying the exception.

### ICSD APPROVAL REQUIRED

Executive Branch agencies must obtain the approval of the State's Information and Communication Services Division (ICSD) before submitting a purchase order for the services listed herein. Agency shall send a memo requesting approval to:

Department of Budget & Finance  
Information and Communication Services Division  
Attn: Information Technology Advisory & Training Services Approval

### PAYMENT

Section 103-10, HRS, provides that the State shall have thirty (30) calendar days after receipt of invoice to make payment. The State will not recognize any requirement established by the Contractor and communicated to the State after award of the contract which requires payment within a shorter period or interest payment not in conformance with statute.

## INQUIRIES

Questions may be directed to Grant Turner of the State Procurement Office at telephone (808) 586-0565.

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ROBERT J. GOVERNS, CPPB  
Procurement Officer

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### GROUP I. ADVISORY SERVICES

One (1) year subscriptions to Advisory Services are listed in the attachment entitled *Advisory Services*. Advisory Services are delivered through unlimited telephone consultations with Contractor's analysts, through audioconferences, briefings, publications, and research reports. Agency must designate a single contact person to serve as the official liason between the agency and the Contractor.

Advisory Service subscriptions include:

- **Research Notes (RNs):** The focus is on companies, markets, key issues, products, events, technologies, questions and answers, case studies, tutorials, and Strategic Planning Assumptions.
- **Periodic Strategic Analysis Reports (SARs):** These are in-depth studies of key strategic topics. Ranging from six to 60 pages, SARs provide evaluations of key trends, industry developments, vendors, products and services.
- **Telephone Consultation:** Inquiry privileges extend to those topics covered in services retained. Examples of the best use of this feature include discussing questions specific to strategy development, architecture development, acquisition decisions, vendor analysis, implementation planning and contract negotiations.
- **Audioconferences:** These are prearranged conference calls on specific topics of interest. All eligible participants receive notice of time and subject matter two to three weeks before a conference call.
- **GartnerFLASH:** GartnerFLASH offers valuable late-breaking analysis of recent important events and new Gartner Group research on a weekly basis. It provides bottom-line recommendations and action items. GartnerFLASH cuts across all Gartner Group services and core expertise areas. GartnerFLASH is available via fax, E-mail and in a Lotus Notes database.
- **Gartner Direct:** Gartner Direct is a hot line for client access to Gartner Group research and resources. The role of Gartner Direct is to facilitate the inquiry process for clients. There are three ways in which this is accomplished:
  - Direction of inquiries to the most appropriate analyst, who will focus the best available Gartner Group resources on your question.
  - Managing time-sensitive inquiries when you have an urgent need for information. All calls are logged, tracked and either passed to an analyst or answered with available resources.
  - Providing a library service for accessing Gartner Group and other publicly available information. Gartner Direct can suggest available Gartner Group research, as well as additional material.

- **Executive Briefings:** Executive Briefings are an opportunity for clients to interact with Gartner Group analysts in a one-on-one setting to address specific key issues customized to the client environment.
- **Monthly Research Review:** This is Gartner Group's chronicle of industry trends and developments for IT executives. It provides meaningful summaries of all the research published by Gartner Group in a given month, as well as synopses of selected research.
- **InSide Gartner Group This Week:** This is a weekly newsletter published to highlight topics discussed at the weekly Gartner Group research analyst meetings. It covers a wide variety of topics across the IT industry.
- In addition to hard copy, Gartner Group service deliverables are available in several electronic formats, including CD-ROM and Lotus Notes.

ITEM NO.	ADVISORY SERVICE	ABBREVIATION *	ONE (1) YEAR SUBSCRIPTION PRICE **
<i>Application of Technology</i>			
1.	Administrative Application Strategies	AAS	\$ 9,500.00
2.	Computer Integrated Manufacturing	CIM	"
3.	Electronic Commerce Strategies	ECS	"
4.	Financial Services Industry-Retail	FSIR	"
5.	Health Care View	HCV	"
6.	Integrated Logistics Strategies	ILS	"
7.	Marketing Knowledge & Technology	MKT	"
<i>Direction of Technology</i>			
8.	Application Development & Management Strategies	ADM	"
9.	Asia Pacific View	APV	"
10.	Advanced Semiconductor Technologies	AST	"
11.	Advanced Technologies & Applications	ATA	"
12.	Client/Server	C/S	"
13.	Distributed Computing Platforms	DCP	"
14.	Data Center Strategies	DCS	"
15.	Enterprise Network Strategies	ENS	"
16.	Enterprise Network Strategies Pacific	ENSP	"
17.	Integrated Document & Output Management	IDOM	"
18.	Internet Strategies	INET	"
19.	Information Security Strategies	ISS	"
20.	Mobile Business Strategies	MBS	"
21.	Multimedia	MM	"
22.	Network Computing Infrastructures	NCI	"
23.	Networked Systems Management	NSM	"

ITEM NO.	ADVISORY SERVICE	ABBREVIATION *	ONE (1) YEAR SUBSCRIPTION PRICE **
24.	Office Information Systems	OIS	"
25.	Personal Computing	PC	"
26.	Rapid Development Solutions	RDS	"
27.	Strategic Data Management	SDM	"
28.	Systems Software Architectures	SSA	"
<b>Management of Technology</b>			
29.	Business Process Re-engineering	BPR	"
30.	Equipment Asset Management	EAM	"
31.	External Services Providers	ESP	"
32.	Management Strategies & Directions	MSD	"
33.	Managing Distributed Computing	MDC	"
34.	Network Business Management	NBM	"
35.	Software Asset Management	SAM	"
36.	Transition Strategies	TS	"
<b>Additional Items</b>			
37.	Additional CD-ROM Copy (same site/per CD)	n/a	\$ 5,000.00
38.	Additional Lotus Notes Database (same site/per service)	n/a	"
* Descriptions of the Advisory Services are provided in the Advisory Services attachment to this price list. If agency requires more information, they should contact Gartner Group.			
** Agencies which anticipate subscribing to three (3) or more services should contact Ms. Barbara Tom of ICSD at 586-1920.			

## **GROUP II. TRAINING COURSES**

Unit Price: \$600.00 per course

Training Courses are listed in the attachment entitled *Training Courses*. More detailed course overviews are available from the Contractor upon request. Courses are available in the following formats: (1) Video; (2) Computer Based Training (CBT); (3) Multi-Media CD-ROM.

Agencies may contact Ms. Barbara Tom of ICSD at 586-1920, or the Contractor, for information regarding discounted pricing on multiple purchases of training courses.

Training courses include the following:

### **Video**

- Video tapes
- One set of student materials (course books, skills analysis test, disk with practice exercises , reference text books when appropriate)

## **CBT**

- Diskettes
- User quick guide
- Text reference books when appropriate

## **Multimedia CD-ROM**

- CD-ROM with online course books and practice files
- Installation Disk
- One set of student materials (course books, skills analysis test)
- One set in hard copy of course book and practice exercises
- Reference books when appropriate
- User quick guide

Course entitles the user to one free version upgrade upon request. Original versions must be returned to receive an upgrade. If a client wishes to retain the original version, he may do so, however, he will be billed for the upgrade.

Courses also include the following services:

- *GartnerFLASH*: a weekly fax that details late-breaking events within the IT industry with analysis from Gartner Group
- *@vantage on Training*: limited research on the training topics covered within the Training Course product lines. This will also include the *Monthly Research Review* and discussion groups available for *@vantage on Training* members only. This service is scheduled to begin in mid-July 1996.

## **GROUP III. ON-LINE INFORMATION TECHNOLOGY SERVICES** **(Gartner Group's @vantage service)**

On-line access to Gartner Group's *@vantage* service, which provides data, global market information, intellectual property data, product development trends, and industry strategies. Service is further described in the attachment entitled *On-Line Information Technology Services*

ITEM NO.	ON-LINE INFORMATION TECHNOLOGY SERVICES (@vantage service)	ONE (1) YEAR SUBSCRIPTION PRICE/ID *
<i>@vantage service is sold per individual logon ID</i>		
1.	1-5 IDs	\$ 2,000.00
2.	6-10 IDs	1,800.00
3.	11-25 IDs	1,600.00
4.	26-100 IDs	1,250.00

ITEM NO.	ON-LINE INFORMATION TECHNOLOGY SERVICES (@vantage service)	ONE (1) YEAR SUBSCRIPTION PRICE/ID *
* Agencies which anticipate requiring more than three (3) IDs should contact Ms. Barbara Tom at 586-1920. Internet access charges or toll charges, if any, are not included in the subscription prices listed above and are not provided through this price list.		

**GROUP IV. SOFTWARE COMPARISON STUDY SERVICES**  
**(Gartner Group's *Decision Driver* Service)**

The *Decision Driver* service is described in the attachment entitled *Software Comparison Study*.

ITEM NO.	SOFTWARE COMPARISON STUDIES	UNIT PRICE
<i>Gartner Group Decision Driver Models for: Network &amp; Systems Management Platform selection, Advanced Administrative Systems-Human Resources Package selection, Advanced Administrative Systems-General Accounting Package selection, Enterprise Applications Development Tool Kit selection; Each category of software represents a Benchmarking Service Model</i>		
1.	1 Model	\$ 9,500.00
2.	2-5 Models	8,700.00
3.	6-9 Models	7,900.00
4.	10 or more Models	7,000.00
<i>Gartner Group Decision Driver Models for: Help Desk Tool Kit selection, Software Distribution Tool selection</i>		
6.	1 Model	\$ 8,000.00
7.	2-5 Models	7,500.00
8.	6-9 Models	7,000.00
9.	10 or more Models	6,500.00

**GROUP V. BENCHMARKING SERVICES**  
**(Gartner Group's *Real Decisions* service)**

The *Real Decisions* service is described in the attachment entitled *Benchmarking Services*.

ITEM NO.	BENCHMARKING SERVICES	ABBREVIATION *	UNIT PRICE **
<i>Measurement of Technology</i>			
1.	Applications Development and Support	RDAD	\$ 45,000.00
2.	Centralized Systems and Servers	RDCSS	"
3.	Data Center	RDDC	"
4.	Distributed Computing	RDDT	"

ITEM NO.	BENCHMARKING SERVICES	ABBREVIATION *	UNIT PRICE **
5.	Executive Marketing Analysis Program	RDEMAP	"
6.	Information Technology Customer Satisfaction	RDITCS	"
7.	Item Processing	RDIP	"
8.	Call Center	RDCC	"
9.	Voice Information Processing	RDNV	"
10.	Voice Information Processing Europe	RDNVE	"
11.	Wide Area Data	RDND	"
12.	Output Services Benchmark	RDOSB	"
<p>* Descriptions of the Benchmarking Services are attached. If agency requires more information, they should contact Gartner Group.</p> <p>** Agencies expecting to request one (1) or more Benchmarking Services should contact Ms. Barbara Tom of ICSD at 586-1920. Travel, if necessary to conduct the Benchmarking Services, is not included in the unit prices listed above and is not available through this price list.</p>			



## VOLUME DISCOUNT PRICING

### VOLUME DISCOUNTS FOR ADVISORY SERVICES (listed in Group I)

ITEM NO.	ADVISORY SERVICE VOLUME DISCOUNT PACKAGE (CHOICE PLANS)	ONE (1) YEAR SUBSCRIPTION PRICE
<b>Single Site Choice Plans:</b> Pricing of Choice Plans listed herein apply to the first State of Hawaii agency acquiring Advisory Services off of this price list. All other agencies which acquire Advisory Services under a Choice Plan will be charged according to prices listed in the <i>Additional Site Choice Plans</i>		
1.	More Choice 3 (Single Site): includes choice of three Advisory Services, unlimited inquiries to analysts, and allows agency to designate five contact people	\$ 56,700.00
2.	More Choice 5 (Single Site): includes choice of five Advisory Services, unlimited inquiries to analysts, and allows agency to designate ten contact people	81,000.00
3.	More Choice 10 (Single Site): includes choice of ten Advisory Services, unlimited inquiries to analysts, and allows agency to designate twenty contact people	130,500.00
4.	More Choice 15 (Single Site): includes choice of fifteen Advisory Services, unlimited inquiries to analysts, and allows agency to designate thirty contact people	181,800.00
5.	More Choice 20 (Single Site): includes choice of twenty Advisory Services, unlimited inquiries to analysts, and allows agency to designate forty contact people	234,000.00
6.	More Choice 25 (Single Site): includes choice of twenty-five Advisory Services, unlimited inquiries to analysts, and allows agency to designate forty contact people	265,500.00
7.	More Choice 30 (Single Site): includes choice of thirty Advisory Services, unlimited inquiries to analysts, and allows agency to designate forty contact people	297,000.00
<b>Additional Site Choice Plans:</b> Pricing of Choice Plans listed herein apply to agencies acquiring three or more Advisory Services.		
8.	More Choice 3 (Additional Site): includes choice of three Advisory Services, unlimited inquiries to analysts, and allows agency to designate five contact people	\$ 36,000.00
9.	More Choice 5 (Additional Site): includes choice of five Advisory Services, unlimited inquiries to analysts, and allows agency to designate ten contact people	54,000.00
10.	More Choice 10 (Additional Site): includes choice of ten Advisory Services, unlimited inquiries to analysts, and allows agency to designate twenty contact people	94,500.00
11.	More Choice 15 (Additional Site): includes choice of fifteen Advisory Services, unlimited inquiries to analysts, and allows agency to designate thirty contact people	135,000.00
12.	More Choice 20 (Additional Site): includes choice of twenty Advisory Services, unlimited inquiries to analysts, and allows agency to designate forty contact people	175,500.00
13.	More Choice 25 (Additional Site): includes choice of twenty-five Advisory Services, unlimited inquiries to analysts, and allows agency to designate forty contact people	189,000.00
14.	More Choice 30 (Additional Site): includes choice of thirty Advisory Services, unlimited inquiries to analysts, and allows agency to designate forty contact people	202,500.00
<b>Additional Service Choice Plans:</b> Pricing of Choice Plans listed herein are for use by agencies which have already purchased Advisory Services under a <i>Single Site Choice Plan</i> or <i>Additional Site Choice Plan</i> and are acquiring additional services.		
15.	More Choice 3 (Additional Service): agencies with More Choice 3 (Single Site) may purchase 1-4 additional services at the price listed; service includes unlimited inquiries to analysts, and allows agency to designate five contact people	\$ 22,500.00
16.	More Choice 5 (Additional Service): agencies with More Choice 5 (Single Site) may purchase 1-4 additional services at the price listed; service includes unlimited inquiries to analysts, and allows agency to designate ten contact people	19,350.00
17.	More Choice 10 (Additional Service): agencies with More Choice 10 (Single Site) may purchase 1-4 additional services at the price listed; service includes unlimited inquiries to analysts, and allows agency to designate twenty contact people	15,750.00

ITEM NO.	ADVISORY SERVICE VOLUME DISCOUNT PACKAGE (CHOICE PLANS)	ONE (1) YEAR SUBSCRIPTION PRICE
18.	More Choice 15 (Additional Service): agencies with More Choice 15 (Single Site) may purchase 1-4 additional services at the price listed; service includes unlimited inquiries to analysts, and allows agency to designate thirty contact people	14,175.00
19.	More Choice 20 (Additional Service): agencies with More Choice 20 (Single Site) may purchase 1-4 additional services at the price listed; service includes unlimited inquiries to analysts, and allows agency to designate forty contact people	12,600.00
20.	More Choice 25 (Additional Service): agencies with More Choice 25 (Single Site) may purchase 1-4 additional services at the price listed; service includes unlimited inquiries to analysts, and allows agency to designate forty contact people	12,150.00
21.	More Choice 30 (Additional Service): agencies with More Choice 30 (Single Site) may purchase 1-4 additional services at the price listed; service includes unlimited inquiries to analysts, and allows agency to designate forty contact people	11,250.00

**VOLUME DISCOUNTS FOR TRAINING COURSES (listed in Group II)**

ITEM NO.	MAXIMUM NUMBER OF COURSES TO BE TAKEN	MEMBERSHIPS	ENROLLMENT	UNIT PRICE PER COURSE
1.	6 courses	6 memberships	100	\$ 80.00
2.	12 courses	12 memberships	250	75.00
3.	18 courses	18 memberships	500	70.00
4.	24 courses	24 memberships	750	66.00
5.	30 courses	30 memberships	1,000	62.00
6.	50 courses	50 memberships	1,750	55.00
7.	75 courses	75 memberships	2,500	50.00

**VOLUME DISCOUNTS FOR ON-LINE INFORMATION TECHNOLOGY SERVICES (listed in Group III)**

ITEM NO.	ON-LINE INFORMATION TECHNOLOGY SERVICES VOLUME DISCOUNT PACKAGES (Gartner Group's@vantage Service)	ONE (1) YEAR SUBSCRIPTION PRICE/ID
Pricing listed herein applies only to agencies who are on a Choice Plan for Advisory Services.		
1.	PowerChoice @vantage 3: includes three user IDs for @vantage services	\$ 1,750.00
2.	PowerChoice @vantage 5: includes five user IDs for @vantage services	1,600.00
3.	PowerChoice @vantage 10: includes ten user IDs for @vantage services	1,450.00
4.	PowerChoice @vantage 15: includes fifteen user IDs for @vantage services	1,300.00
5.	PowerChoice @vantage 20: includes twenty user IDs for @vantage services	1,150.00
6.	PowerChoice @vantage 25: includes twenty-five user IDs for @vantage services	1,000.00
7.	PowerChoice @vantage 30: includes thirty user IDs for @vantage services	850.00

**VOLUME DISCOUNTS FOR BENCHMARKING SERVICES (listed in Group V)**

ITEM NO.	BENCHMARKING SERVICES VOLUME DISCOUNT PACKAGES (Gartner Group'sReal Decisions Service)	UNIT PRICE*
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1.	2 to 6 Gartner Group memberships	\$ 42,500.00
2.	7 to 9 Gartner Group memberships	40,500.00
3.	10 to 19 Gartner Group memberships	35,500.00
4.	20 to 39 Gartner Group memberships	32,500.00
5.	40+ Gartner Group memberships	30,000.00
* Travel, if necessary to conduct the Benchmarking Services, is not included in the unit prices listed above and is not available through this price list.		